

660207-2760-160

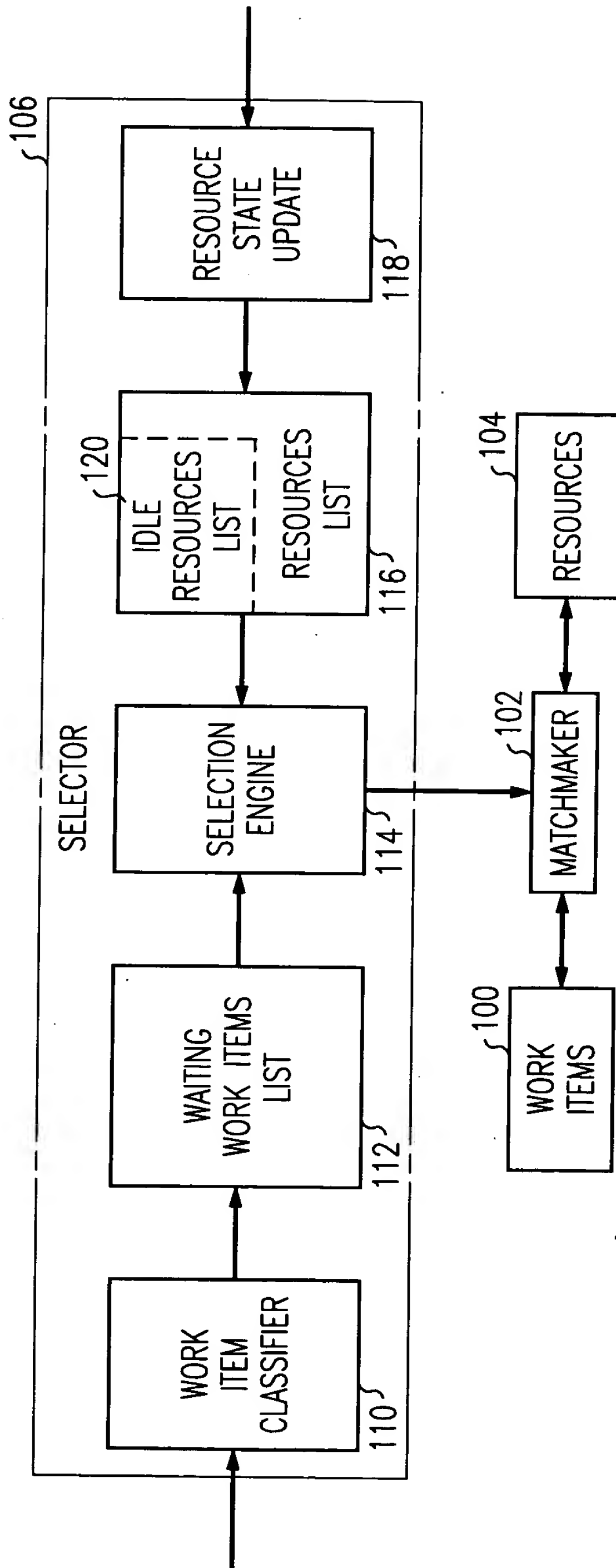


FIG. 1

200

RESOURCE n QUALIFICATIONS									
202~	SKILLS (m)	m = 1	m = 5				m = K	
204~	SKILL LEVELS (A)	0 – N	0 – N				0 – N	
206~	SKILL ALLOCATION GOALS (G)	%	%				%	
208~	TOTAL SKILL TIMES (TT)							
210~	WORK TIME	LOGGED-IN TIME	IN-CALL TIME	ACW TIME	BUSY TIME	READY TIME	TOTAL PROCESSING TIME (Tp)		
212~	STATE	PRESENT STATE			TIME OF LAST STATE CHANGE				

FIG. 2

300

WORK ITEM n CLASSIFICATIONS					
302 ~	SKILLS (m)	m = 1	m = 2	m = M
304 ~	SKILL REQUIREMENTS (BRR)	T/F	T/F	T/F
306 ~	SKILL WEIGHTS (BR)	0 - N	0 - N	0 - N
308 ~	RESOURCE FAIRNESS (T) WEIGHTS (TW)	TOTAL IDLE TIME (1) TW ₁		PERCENT NON-OCCUPIED TIME (2) TW ₂	SERVICE OBJECTIVE (3) TW ₃
312 ~	WORK ITEM FAIRNESS (C) WEIGHTS (CW)	PRESENT WAIT TIME (1) CW ₁		ESTIMATED WAIT TIME (2) CW ₂	TIME EXCEEDING TARGET WAIT TIME (3) CW ₃
314 ~	RESOURCE SURPLUS (RS) WEIGHTS (W)	BUSINESS VALUE (BV) W _{RSBV}		RESOURCE FAIRNESS (T) W _{AT}	
316 ~	WORK ITEM SURPLUS (WS) WEIGHTS (W)	BUSINESS VALUE (BV) W _{WSBV}		WORK ITEM FAIRNESS (C) W _{CV}	
318 ~	TARGET WAIT TIME (TARGET)	2			

FIG. 3

4/5

FIG. 4

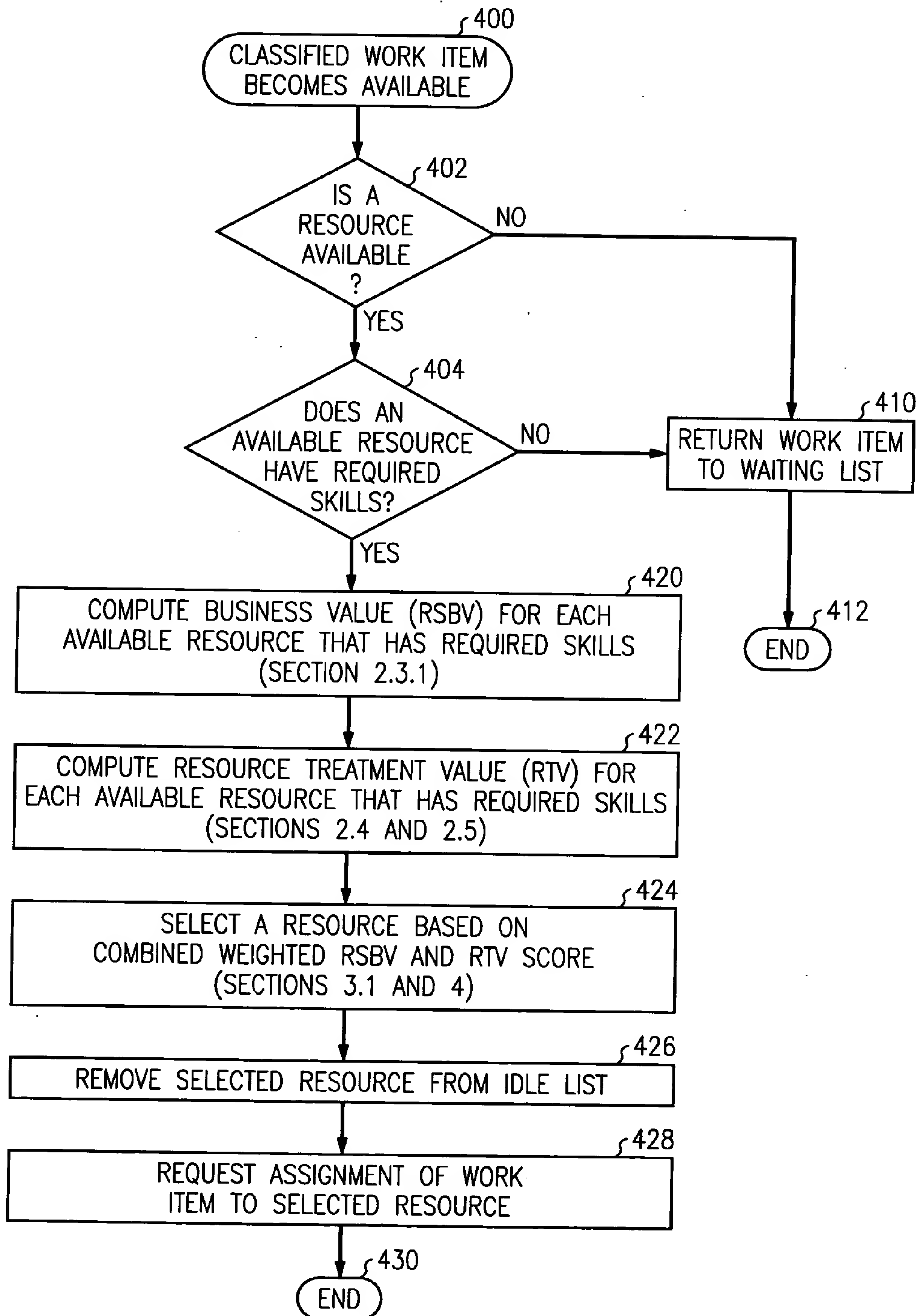


FIG. 5

